

Accessing the Work Queue

The **Work Queue**, if enabled is only available for **Agency Administrators** and **Docket Managers** and helps facilitate efficient and even distribution of assignments of multiple Documents among agency users.

Note: Please contact the FDMS Help Desk to enable the Work Queue for your agency.

(A) From the Homepage Menu, select the **Work Queue** to view Documents in the Work Queue.

(B) The Work Queue **Document List** appears on the left and the **Document Center** displays on the right with a list of users and their assigned documents.

- ❖ The **My Dockets** column displays the number of Documents a user/group has been assigned by the current Assigned Docket Manager.

- ❖ The **All Dockets** column shows the total number of Documents that a user/group has been assigned from all agency Dockets.

Note: The **Current Assignee** column shows the user/group the Document is currently assigned to.

(C) Click the Document Filter to sort Documents by Current Assignee.

(D) Click the **Save Search Results** button to save the contents showing in the Work Queue Document List as a CSV.

Note: Refer to the “Save Search Results Export” section of the **Docket Manager** user guide for more details.



Figure 1: Work Queue in the Menu

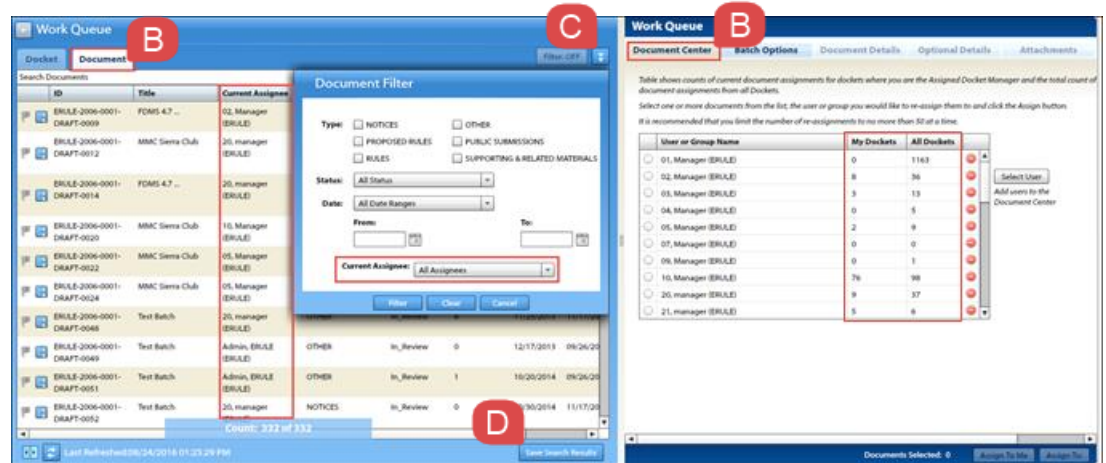


Figure 2: Work Queue Document List on the left and Document Center on the right

Making Assignments from the Work Queue

Although a Document can be assigned/reassigned from the Actions dropdown in Document Details, Optional Details and Submitter Info tabs, the Work Queue allows users to manage assignments for multiple Documents across Dockets.

(A) Select one or more of the Documents from the **Document List** using the Ctrl and Shift keys.

Note: The **Batch Options** tab appears next to the **Document Center** tab.

Please refer to the **Batch Processing** Quick Reference Guide for details.

(B) Select an individual or group from the Document Center on the right.

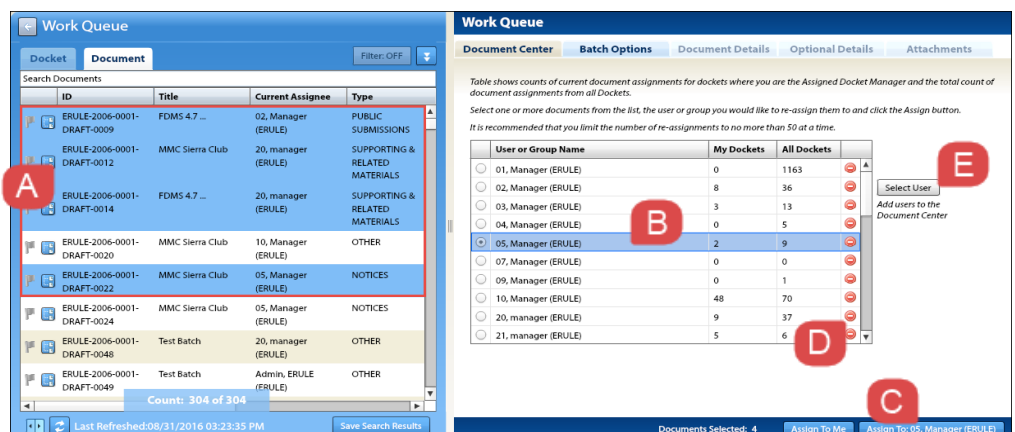



Figure 3: Making Documents assignment from Work Queue

Making Assignments from the Work Queue Continued ...

(C) Once an assignee is selected, the **Assign To:** button becomes active on the bottom right of the Document Center Screen. Click the button to complete assignment.


Note: The **Assign to Me** button remains active when a Document or multiple Documents are selected for assignment.

(D) Click the  icon to remove an individual or group from the Document Center.

(E) Click the **Select User** button to add an individual or group to the Document Center list.

(F) Click the appropriate radio button in the **Select a User or Group** pop-up window to search for the desired user.

The options are:

- ❖ **Choose someone I've recently used**
- ❖ **Choose someone from my Contact List**
- ❖ **Find another person:** can be used to find users not in the contact list or recently used list. Users can search within their **Agency** for an individual by last name and click the  icon to populate the results in the box on the right.

(G) After selecting the assignee, click the **Add to Document Center** button. Once the assignee is added, follow previous steps (A) to (C) to make the Document assignment.

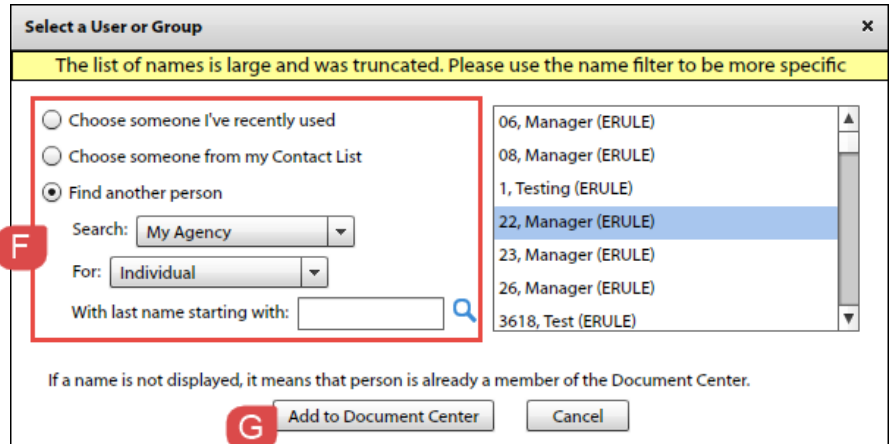


Figure 4: Selecting a User or Group

Processing Documents from the Work Queue

The Work Queue provides users the ability to manage a Document by utilizing the Document management tabs, managing assignments, and performing Batch Options.

(A) Select a Document from the Document List (not shown here) to edit metadata or to perform an action from the Document management tabs.

Note: Users are able to perform full Document management functionality from the Work Queue module. Please refer to the "Managing a Document" section of the **Docket Manager** user guide for details.

(B) Click the **Save** button to save changes to the Document. Users can also **Post** the Document, mark as **Favorite**, **Flag** for follow up, and **View as PDF**.

Note: Refer to the **Batch Processing** Quick Reference Guide for details on Batch Processing Options.

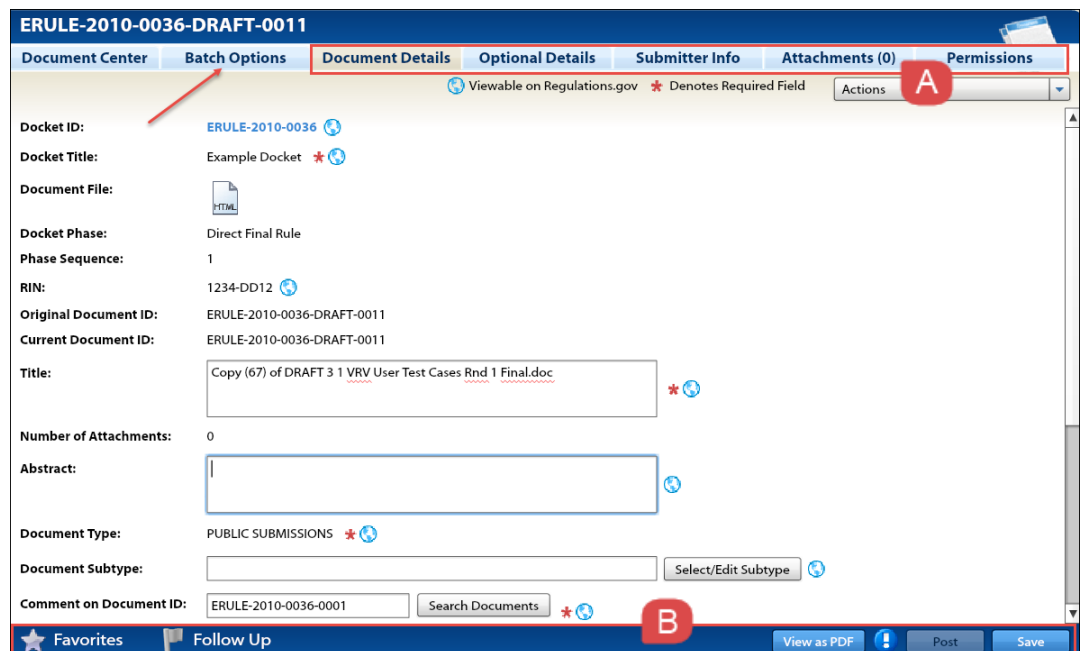


Figure 4: Managing a Document from the Work Queue